Troubleshooting Your Deco X60

Is your Deco X60 struggling to connect to the internet, displaying a "Can't obtain IP address" error? You're not alone. This common issue can be frustrating, but it's often easily resolved. This presentation provides clear, step-by-step instructions to get your internet back online.

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Agenda

Getting Your Network Back Online

1 Modem First

Start with the source of your internet connection.

2 Deco App Diagnostics

Leverage the Deco app for status checks and settings.

3 Configuration Adjustments

Advanced settings to resolve common conflicts.

4 Advanced Solutions & Reset

Last resort options for persistent issues.

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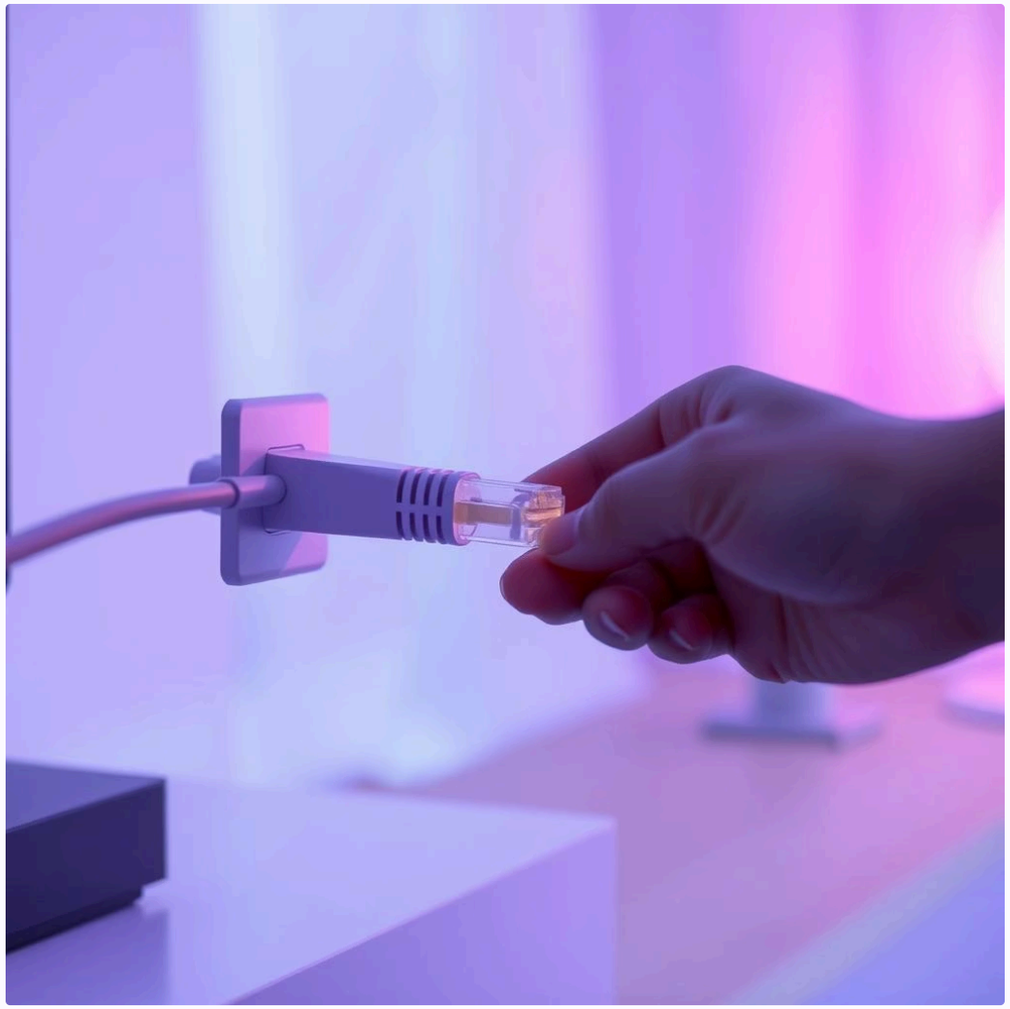
Step 1

Start With the Modem

Before anything else, let's verify your modem's status. A Deco X60 can't get an IP address if the modem isn't providing one.

- **Check Indicator Lights:** Are the internet and power lights solid, or are they blinking abnormally? Consult your modem's manual for light interpretations.
- **Power Cycle in Order:**
  - Unplug both your modem and your Deco X60.
  - Wait for 2-3 minutes to allow capacitors to discharge.
  - Plug in the modem first. Wait until all its indicator lights stabilize (usually 1-2 minutes).
  - Then, plug in your Deco X60. This sequence is crucial as some modems "lock" onto the first device they detect.



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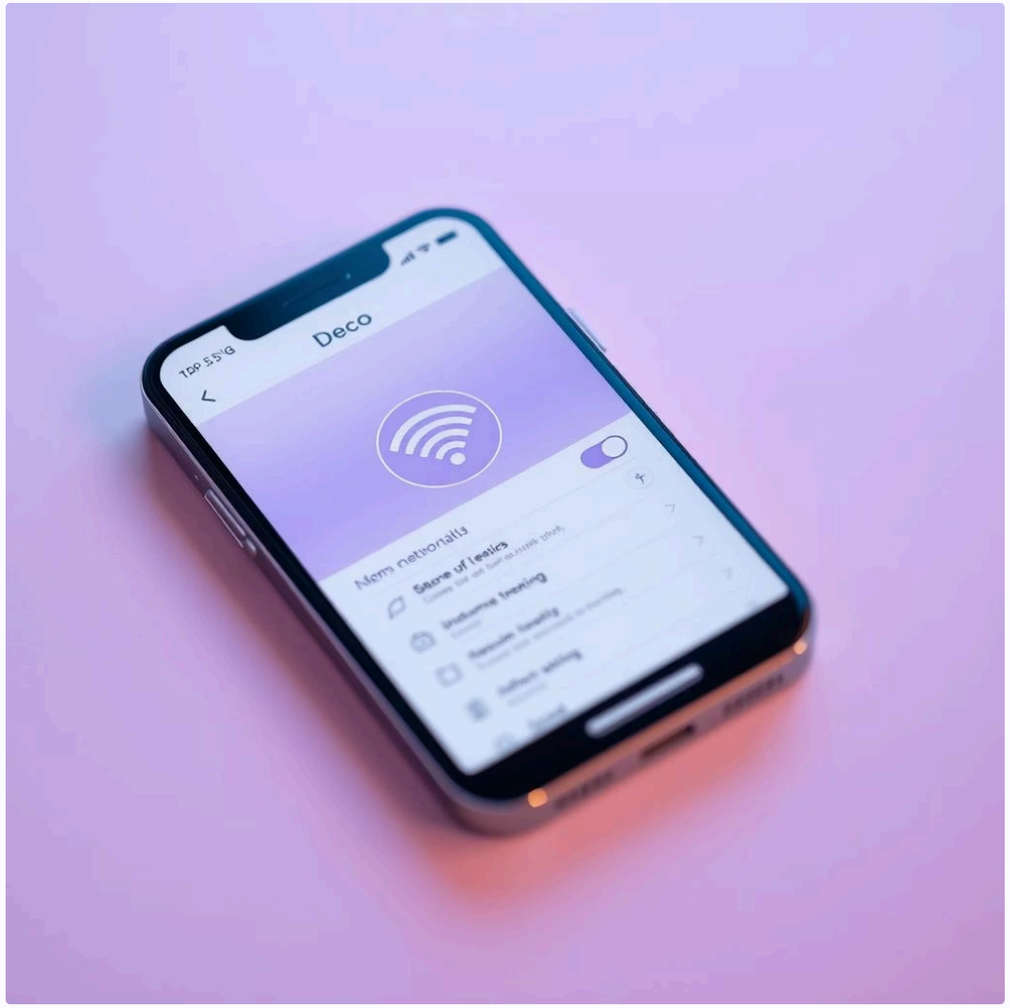
Step 2

Deco App Diagnostics

Once everything is powered back up, open the Deco app on your smartphone or tablet. If you haven't already, sign in using your TP-Link account. This grants you access to your mesh network's status and settings.

- **Check Main Deco Status:** Look for the status of your primary Deco unit. If it shows "Can't get IP," it confirms the modem isn't passing necessary internet information.
- **Verify WAN IP:**
  - Tap on the main Deco icon in the app.
  - Navigate to **Advanced** or **Internet Settings** (menu names may vary slightly by app version).
  - Locate the **WAN IP** address. If it displays "0.0.0.0" or is blank, your Deco has not successfully obtained an IP address.



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Step 3

Switch to Access Point Mode

Internet Service Providers (ISPs) often provide modem-router combo devices. If your Deco X60 attempts to act as a router when another router is already present, it can lead to IP conflicts.

- **Open Deco App:** Access the Deco mobile app on your device.
- **Navigate to Settings:** Go to **More** > **Advanced**.
- **Change Operating Mode:** Select **Operating Mode** and switch from **Router Mode** to **Access Point (AP) Mode**.

In AP mode, the Deco unit stops trying to be the primary router and functions as a Wi-Fi extender for your existing network, avoiding IP address conflicts. If this resolves the issue, your modem-router combo was likely the culprit.

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Step 4

Clone Your MAC Address

Some ISPs tie your internet connection to the MAC address of the first device that connected to their modem. If you switch devices (e.g., from a laptop to your Deco X60), the new device might not be recognized.

- **Connect & Find MAC:** Connect a device (like your laptop) that previously had internet access directly to the modem. Find its MAC address (usually in network adapter settings).
- **Reconnect Deco:** Disconnect your laptop and connect your Deco X60 back to the modem.
- **Clone in App:** In the Deco app, go to **Advanced Settings** > **MAC Clone** (this option might be under **Internet Settings** or require advanced viewing).
- **Enter MAC:** Input the MAC address you noted from your laptop.

This makes your Deco X60 appear as the previously authorized device to your ISP, often re-establishing the internet connection.

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Step 5

Try a Static IP (If Applicable)

This step is for advanced users who have been provided specific network details by their ISP. Most home internet connections use dynamic IP addresses, but if your ISP assigned you a static IP, you'll need to enter it manually.

When to Use:

Only proceed if your ISP has given you a fixed IP address, subnet mask, gateway, and DNS server details. Do NOT guess these values.

Deco App Steps:

- In the Deco app, tap on the main Deco unit.
- Go to **Internet Settings**.
- Change the **Connection Type** to **Static IP**.
- Carefully enter all the provided IP, Subnet Mask, Gateway, and DNS server information.

⚠ Incorrect static IP settings will prevent your internet from working. Only attempt this if you have precise information from your ISP.

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Step 6

Reset Everything (Last Resort)

If all other troubleshooting steps have failed, a full reset of your Deco X60 might be necessary. This will revert it to factory settings and require re-setting up your network from scratch.

01

Perform Hard Reset

Locate the reset button (usually a small pinhole) on the bottom of your Deco X60. Use a paperclip or similar object to press and hold the button until the LED indicator blinks yellow.

02

Remove From App

In the Deco app, delete the Deco unit from your network list to ensure a clean slate.

03

Re-setup Process

Follow the initial setup instructions in the Deco app as if you were setting up the system for the very first time. Ensure only one Deco unit is connected initially.

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Enhance Your Connection

Additional Tips for Success

Direct Connection

Always connect your main Deco X60 unit directly to the modem, not through another router or network switch, especially during setup.

PPPoE Login

If your ISP uses PPPoE (Point-to-Point Protocol over Ethernet) for authentication, remember to enter your username and password in the Deco app's **Internet Settings**.

Firmware Updates

Regularly check for and install firmware updates via the Deco app. Older firmware versions can sometimes have bugs related to IP address acquisition.

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Key Takeaways

Regaining Control Over Your Network

Experiencing an "unobtainable IP" error on your Deco X60 can be daunting, but it's a common issue with clear solutions. By following these steps, you're well-equipped to diagnose and resolve most connectivity problems.

Rebooting Order

Modem first, then Deco.

Deco App is Key

Your primary diagnostic tool.

Access Point Mode

Resolves router conflicts.

MAC Cloning

Bypasses ISP restrictions.

FAQs

- **Can I use the Deco X60 with another router?** Yes, but it's best to switch the Deco to Access Point mode to avoid conflicts if your main router handles DHCP.
- **What does "Access Point mode" do?** It transforms the Deco into a simple Wi-Fi extender, boosting your existing network without acting as an independent router.
- **How do I log into my Deco system?** Use the dedicated Deco mobile app and sign in with your TP-Link account, which serves as your central Deco login for system management.

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